



BUREAU OF LAND MANAGEMENT RECREATION USE SURVEY



To improve customer service, the Bureau of Land Management (BLM), part of the U.S. Department of Interior, is asking recreational or educational visitors to BLM sites to answer questions about your experience.

Your individual responses are voluntary and confidential—they will not be seen by the Government. Your completed survey is sent to a research firm who adds your responses to those of other respondents to summarize the results. If you have any questions about this survey, please call Hal Hallett at (202) 452-7794.

For the following five questions, please circle the number that indicates your sense of this site's condition, or check the "Not Applicable" box if you cannot rate the specific condition mentioned.

1. Managing Recreation Use. Please rate how BLM staff & volunteers do in managing appropriate recreation use at this site/area.

	Very Poor							Excellent	Not Applicable
a. Controlling the appropriate use of recreation vehicles. (e.g. motorcycles, motorhomes, dune buggies, ATV's).	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Keeping noise at appropriate levels.	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Managing the number of people at the site.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Providing a sufficient law enforcement presence to prevent crime and to allow you to feel safe/secure.	1	2	3	4	5	6	7		<input type="checkbox"/>
e. Everything considered, how do you rate the recreation use management at <u>this</u> site/area?	1	2	3	4	5	6	7		<input type="checkbox"/>

2. Physical Facilities. Please rate the condition of the physical facilities at this site/area.

	Very Poor							Excellent	Not Applicable
a. Maintaining roads and trails.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Maintaining a clean site (controlling garbage and litter) .	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Maintaining clean restrooms and other physical facilities.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Providing entrance/directional signs to sites and facilities.	1	2	3	4	5	6	7		<input type="checkbox"/>
e. Everything considered, how do you rate the condition of <u>this</u> recreation facility?	1	2	3	4	5	6	7		<input type="checkbox"/>

3. Recreation Information. Please rate the recreation information found at this site/area.

	Very Poor							Excellent	Not Applicable
a. Ensuring public awareness of rules and regulations.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Providing accurate, detailed, and affordable maps and brochures.	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Indicating where BLM public lands are located.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Everything considered, how do you rate the quality of the BLM recreation information about <u>this</u> site?	1	2	3	4	5	6	7		<input type="checkbox"/>

4. Resource Management.

	Very Poor							Excellent	Not Applicable
Please rate the extent to which BLM protects the natural and cultural resources on public lands.	1	2	3	4	5	6	7		<input type="checkbox"/>

5. Natural & Cultural Interpretation/Environmental Education. Please rate the interpretation and/or environmental education at this site/area.

	Very Poor							Excellent	Not Applicable
a. Providing quality educational and interpretive materials.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Providing the public with interpretation about the cultural, historical and natural history resources and management of those resources.	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Providing public information about "Leave No Trace", "Tread Lightly", and how to protect/enjoy cultural, historical and natural resources.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Everything considered, how do you rate BLM's interpretive and/or environmental education program at <u>this</u> site?	1	2	3	4	5	6	7		<input type="checkbox"/>

6. To what extent did you encounter or talk with any BLM staff or volunteers at this site? (Check one)

☐ Not at all ☐ Very briefly (e.g. to pay fee) ☐ I spent several minutes talking with staff

7. Staff Services. Please rate the staff service at this site/area. (Check one)

	Very Poor							Excellent	Not Applicable
a. Staff at <u>this</u> site are courteous and friendly.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Staff are knowledgeable about <u>this</u> site and vicinity (e.g. recreation opportunities, nearby attractions, lodging, regulations)..	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Staff are able to answer my questions about natural, historic, and cultural resources.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Everything considered, how do you rate staff service at this site?	1	2	3	4	5	6	7		<input type="checkbox"/>

8. If you or any member of your group paid a fee or used a pass for entrance into this site/area, or if you paid for one or more services, in your opinion how appropriate was the amount charged? (Check *one* of the following)

☐ Far too low ☐ Too Low ☐ About right ☐ Too high ☐ Far too high

9. The value of the recreation opportunity and services I experienced was at least equal to the fee I was asked to pay. (Check one of the following)

☐ Strongly Agree ☐ Agree ☐ Not Sure ☐ Disagree ☐ Strongly Disagree

10. Considering all of the factors listed above (supporting recreation use; condition of facilities; recreation information; staff service; and interpretation/environmental education), how do you rate the overall quality of your recreation experience at this BLM site? (Circle one)

Very Poor							Excellent
1	2	3	4	5	6	7	

11. If you had one wish that would improve your experience at this recreation site/area, what would it be?

12. What were your primary activities at *this* BLM site/area you visited? (Check all that apply)

- ☐ Camping
 ☐ Sightseeing
 ☐ Hiking
 ☐ Boating
 ☐ Biking
☐ Fishing
 ☐ Swimming
 ☐ Rafting
 ☐ Motorized Recreation Vehicles
☐ Education and Interpretation
 ☐ Other (Please specify) _____

13. Have you used the internet to access trip information? (Check all that apply)

- ☐ www.recreation.gov ☐ www.blm.gov ☐ PLIC web site ☐ Other web site (please specify) _____

The following demographic questions are optional. Giving us this information will help us improve our services. If you don't wish to answer any one of these questions, just leave that question blank.

14. Do you or does someone in your party have a disability? ☐ No ☐ Yes (please specify) _____

a. If yes, how well does BLM make buildings, facilities and trails

accessible to people with disabilities. (circle one)

1 2 3 4 5 6 7 □
Very Poor Excellent Not
Applicable

15. Zip code (for your permanent residence): _____ **Country** (if non-US) : _____

16. In the previous 12 months, how often have you visited this recreation site/area (including this visit)?
 _____ visit(s)

17. What is your gender? ☐ Male ☐ Female

18. What is your age? _____years

19. What was your total household income (before taxes) in 1999? (Check one)

- ☐ Less than \$20,000 ☐ \$20,000 to \$39,999 ☐ \$40,000 to \$59,999 ☐ \$60,000 to \$79,999
- ☐ \$80,000 to \$99,999 ☐ \$100,000 to \$119,999 ☐ \$120,000 or more

20. What is the highest level of education you have completed? (Check one)

- ☐ Some high school or less ☐ High school graduate or GED ☐ Business school, trade school, some college
☐ College graduate ☐ Some graduate school ☐ Masters, Ph.D., or professional degree

21. In what race or ethnic group would you place yourself? (Check one)

- ☐ American Indian, Eskimo, Aleut ☐ Asian or Pacific Islander ☐ Black or African American
☐ Hispanic or Latino ☐ Native Hawaiian ☐ White

Thank you for your help!

The reporting burden for this form is estimated to average 12 minutes, including the time for reviewing instructions, gathering and maintaining data, and completing and reviewing the form. Direct comments regarding the burden estimate or any other aspect of this form to the Bureau of Information Collection Clearance Officer, Bureau of Land Management, 1849 C Street NW, Washington, DC 20240; and the Office of Management and Budget, Paperwork Reduction Act, OMB No. 1004-0172, Washington, DC 20503, (202) 395-7340.

PAPERWORK REDUCTION ACT STATEMENT

This information is being collected to provide information to the Bureau of Land Management regarding satisfaction among customers who make recreational use of public lands and will be used to evaluate and improve the services that BLM provides to members of the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. No Privacy Act Information is being collected.

**U.S. Department of the Interior -- Bureau of Land Management
1849 C Street, NW, Room LS1000, Washington, DC 20240
Management Systems Group -- (202) 452-5173**

Ver. 2001-0227 Fee

Site/Area: _____

Date Administered: _____